

City of Diamondhead Clerical/Receptionist

Department: Administration
EEO Category: Administrative Support
Date Approved: September 17, 2012

FLSA Status: Non-Exempt

NATURE OF WORK

Work involves performance of routine and basic clerical-receptionist tasks, requiring some independent decisions. Tact and judgment in dealing with the public is required as the position is sensitive and confidential as to the nature of calls made to and from City Hall, the identities of people coming and going into City Hall and their reasons, the conversations that may take place within earshot of the clerical/receptionist and the general comings and goings of city officials. Work is also reviewed for the achievement of desired results and adherence to established procedures and policies.

ILLUSTRATIVE EXAMPLES OF WORK

- Performs a variety of routine clerical-receptionist tasks involving meeting and dealing with the public, discerning the nature of their calls and making proper referrals to the department most likely to be able to help the caller.
- Provides a variety of general clerical duties in support of City staff.
- Type a variety of documents/materials including letters, correspondence, memos, and reports.
- Perform specialized duties and assignments related to assigned office activities and operations; prepare mailings, assemble packets and research requested information.
- Enter data into computer, print reports and verify accuracy of data.
- Takes calls and phone messages to be delivered to the proper recipient.
- Receives and routes mail.
- Answers inquiries from the public by discerning the nature of the question and referring the inquiry to the proper department.
- Performs related work as required or apparent

DESIRABLE KNOWLEDGES, ABILITIES, AND SKILLS

- Knowledge of English, spelling, punctuation and arithmetic.
- Proficient in Microsoft Word and Outlook.
- Knowledge of modern office practices, procedures, systems and equipment.
- Ability to take messages rapidly and accurately.
- Ability to respond accurately to requests for information by properly referring the inquiry to the right department.
- Ability to establish and maintain effective working relations with co-workers.

DESIRABLE EDUCATION AND EXPERIENCE

- High school diploma, GED or equivalent experience required.
- Experience with bookkeeping, data entry and general clerical work of an increasingly responsible nature required.
- Customer relations experience and advanced public relations skills are a necessity.
- Experience in general office work of an increasingly responsible nature.

Employee

Date

Supervisor

Date